

**North Carolina Division of Public Health
Administrative and Financial Support Unit
Local Technical Assistance and Training Branch**

**Public Health Administrative and
Financial Consultants Newsletter**

Fall 2020

In this Issue

- ≈ Greeting
- ≈ Staffing News
- ≈ Covid-19 Billing Quick Guide
- ≈ E/M Coding Changes
- ≈ Medicaid Transformation



Greetings,

We hope you all are well and continuing to be safe during COVID-19.

There are many upcoming changes in addition to COVID-19 that will be taking place beginning this fall. The AFSU unit will be undergoing some staffing changes and working with counties to implement the new coding and billing changes that will occur January 1, 2021. Please know that your Administrative and Financial Consultant is here to assist you.

Although we are unable to visit you in person at this time, we can provide technical assistance and training remotely.

Please do not hesitate to contact your Administrative and Financial Consultant by email or phone for assistance.

After 20 years of dedicated service in Public Health, Kathy Brooks, will be retiring effective October 30, 2020. We are so excited for Kathy on reaching this milestone.

Kathy has been an extraordinary asset to the Administrative and Financial Support Unit of the Local Assistance and Training Branch and has twice placed her retirement on hold to continue supporting the Administrative and Financial Support Unit to provide a high-standard of quality assistance to local health departments.

Although, it is with great sadness, we wish you well and are so happy for you. We are confident that you will find the same success and happiness in retirement that you have experienced during your time here.

The revised temporary coverage map attached will be effective 11/1/2020

Congratulations Kathy on your retirement!

Reminder:

The COVID-19 Billing Quick Guide is available via our website at <https://publichealth.nc.gov/lhd/index.htm>. This resource provides COVID-19 billing guidance, NC Medicaid Special Bulletins, and information regarding reimbursement for COVID-19 testing for the uninsured.



The right service to the right people at the right time in the right amount

AMA Evaluation and Management Coding Changes

The AMA and Centers for Medicare & Medicaid Services (CMS) has achieved the first overhaul of evaluation and management (E/M) office visit documentation and coding in almost 30 years. These landmark E/M office visit code changes will take effect, Jan. 1, 2021.

The scope of the AMA revisions to the Evaluation and Management office or other outpatient visits (CPT codes 99201-99215) will focus on reducing physician burden and improve patient care, by putting patients before paperwork. To learn more visit the link below.

American Medical Association E/M office-visit changes on track for 2021: *What doctors must know*

<https://www.ama-assn.org/practice-management/cpt/em-office-visit-changes-track-2021-what-doctors-must-know#:~:text=Key%20elements%20of%20the%20E,determine%20a%20visit's%20code%20level>

DHHS Resumes Implementation of Managed Care

The Department of Health and Human Services is currently on track to launch NC Medicaid Managed Care on July 1, 2021.

Until Medicaid Managed Care launches on July 1, 2021, NC Medicaid will continue to operate under the current fee-for-service model administered by the Department.

- **Providers:** Auto-assignment has been suspended; however, providers should continue to contract with health plans.
- **Beneficiaries:** Notices will be sent to beneficiaries informing them to continue accessing health services as they do now, rather than through new health plans. Beneficiaries can call the Medicaid Contact Center (888-245-0179) with questions.

LTAT/AFSU PH Administrative & Financial Regional Consultants

North Central - **Kathy Brooks**
(336) 212-1678 Kathy.Brooks@dhhs.nc.gov

Eastern - **Brook Johnson**
(919) 710-0133
Brook.Johnson@dhhs.nc.gov

South Central - **Samantha Smith**
(919) 306-0429
Samantha.Smith@dhhs.nc.gov

Western - **Becky Webb**
(910) 815-0160
Rebecca.Webb@dhhs.nc.gov

LTAT/PHNPDU Nurse Consultants

North Central - **Lynn Conner**
(336) 207-3300
Lynn.Conner@dhhs.nc.gov

Eastern - **Pamela Langdon**
(919) 218-5391
Pamela.Langdon@dhhs.nc.gov

South Central - **Carolynn Hemric**
(919) 801-0727
Carolynn.Hemric@dhhs.nc.gov

Western - **Rhonda Wright**
(828) 289-0782
Rhonda.Wright@dhhs.nc.gov

Manager, Angela Callicutt
(984) 220-6709
Angel.Callicutt@dhhs.nc.gov

Branch Head, Susan Little
(919) 215-4471
Susan.Little@dhhs.nc.gov

<https://publichealth.nc.gov/lhd/index.htm>

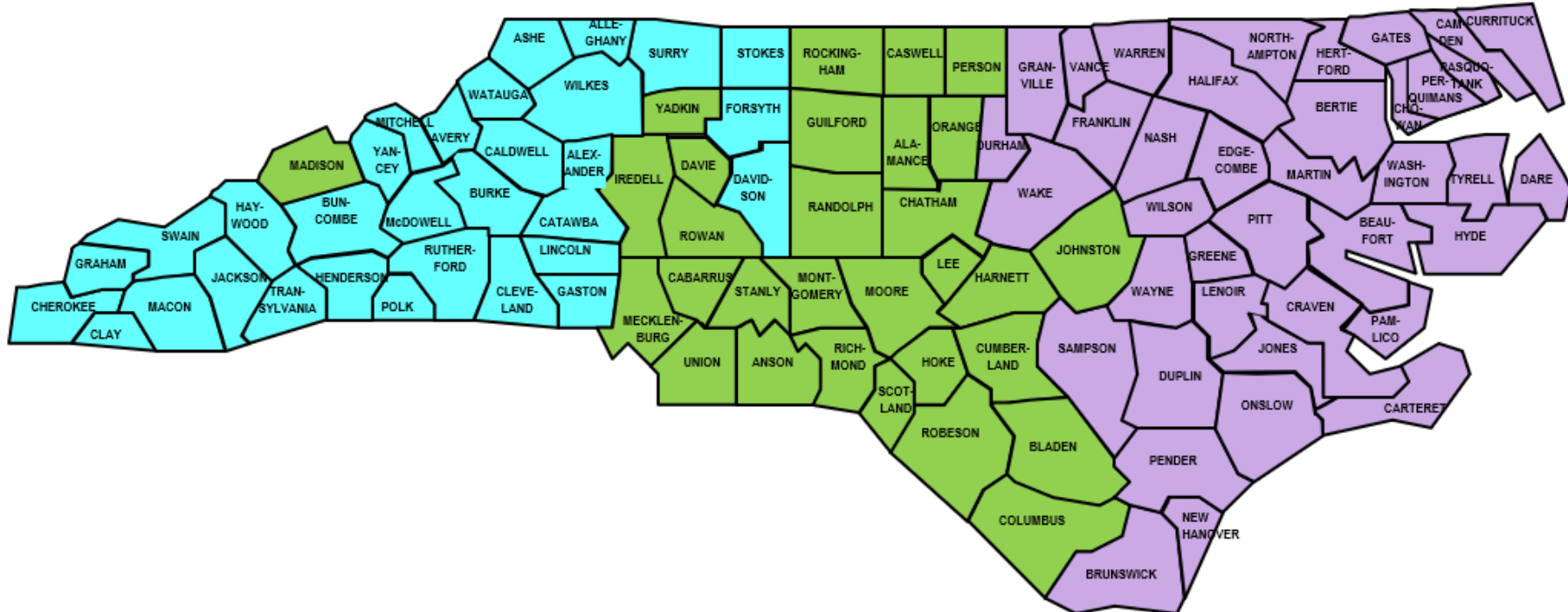


Local Technical Assistance and Training Branch
Administrative Temporary Coverage Map
11/1/2020

Rebecca "Becky" Webb
Admin Consultant
Cell (919) 815-0160
rebecca.webb@dhhs.nc.gov

Samantha Smith
Admin Consultant
Cell: 919-306-0429
Samantha.smith@dhhs.nc.gov

Brook Johnson
Admin Consultant
Cell (919) 710-0133
Brook.johnson@dhhs.nc.gov



Susan Little, Branch Head, LTAT
Chief Public Health Nurse
(919) 215-4471
susan.little@dhhs.nc.gov

Angela Callicutt, Manager
Public Health Nursing, Administrative, and
Financial Consultation
(984)-220-6709
Angel.Callicutt@dhhs.nc.gov